



## ***Administrative Office of the Courts***

### **ADMINISTRATIVE SECRETARY**

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#### **Primary Purpose**

Provides a broad range of responsible administrative and secretarial support services to executive, managerial and professional staff.

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#### **Distinguishing Characteristics**

Independent performance of a broad range of assignments and projects requires substantive knowledge of a variety of processes, procedures, policies, rules and agency standards. Problems are generally resolved by choosing from established procedures or devising solutions. Guidance is available for new or unusual situations. Work is periodically reviewed.

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#### **Duties and Responsibilities**

Drafts, formats and finalizes correspondence, reports, letters, newsletters, spreadsheets and slide presentations using office suite software; proofreads, edits, revises, and reformats draft correspondence, reports, letters, newsletters and spreadsheets to improve clarity, increase quality and comply with agency standards.

Answers telephones, receives and screens telephone calls; receives and refers visitors, staff and/or the public; responds to inquiries regarding departmental procedures and services.

Screens and distributes mail and messages; distributes records, office supplies, and other materials; orders, receives, and maintains inventory.

Coordinates arrangements for conferences and committee meetings; assists in the creation of meeting agendas, assists in producing meeting materials, notifies attendees and drafts meeting minutes.

Develops and maintains filing and indexing systems, recommending and implementing improvements as needed.

May assist in creating, maintaining and uploading web content materials using agency software tools according to agency technology standards.

Performs other duties as assigned.

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## **Key Competencies**

### **Agency Values:**

- Integrity
- Honesty
- Accountability
- Teamwork
- Trust
- Respect
- Customer Service
- Communication

### **Behavioral Competencies**

- Influencing
- Problem solving
- Planning/organizing
- Consulting
- Relationship building
- Tact/diplomacy

### **Knowledge, Skills and Ability**

- Advanced skills in using office software
  - Ability to learn and use new computer applications as needed
  - Knowledge of website navigation, searches and content updating functions
  - Knowledge of grammar, spelling, clerical procedures, office procedures, and agency standards
  - Accuracy and attention to detail in the delivery of work products
  - Ability to maintain confidentiality
  - Communication skills both orally and in writing
  - Understands customer expectations and ensures work meets those expectations
  - Professionalism in dealing with clients, staff, and management
  - Ability to multi-task and effectively work on multiple projects simultaneously
  - Effectively manages time to meet deadlines, and work schedules
  - Ability to analyze problems and develop recommendations and options
  - Keeps the appropriate senior staff informed on specific work assignments
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## **Qualifications and Credentials**

An Associate of Arts degree in secretarial science from an accredited college or business school **AND:**

- Four (4) years of secretarial experience in a professional work environment.
- Advanced skills using office suite software tools.

Relevant work experience may substitute for education.

A combination of education & experience demonstrating a working knowledge of the duties & responsibilities of Administrative Secretary may be considered in meeting the qualifications.

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## **SALARY RANGE: 40**

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- Workweek may fluctuate depending on workload or agency need.
- Overnight travel may be required based on business need.
- This position is covered by the Fair Labor Standards Act (FLSA).

**10/2014: Updated**

**5/2012: Revised**

**5-2006: Revised**